

2001  
Consumer Satisfaction  
*for*  
**Missouri Central Region**  
**Regional Report**  
Community-based Services

Division of Alcohol and Drug Abuse  
Missouri Department of Mental Health



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*Thanks to the many people who  
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# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

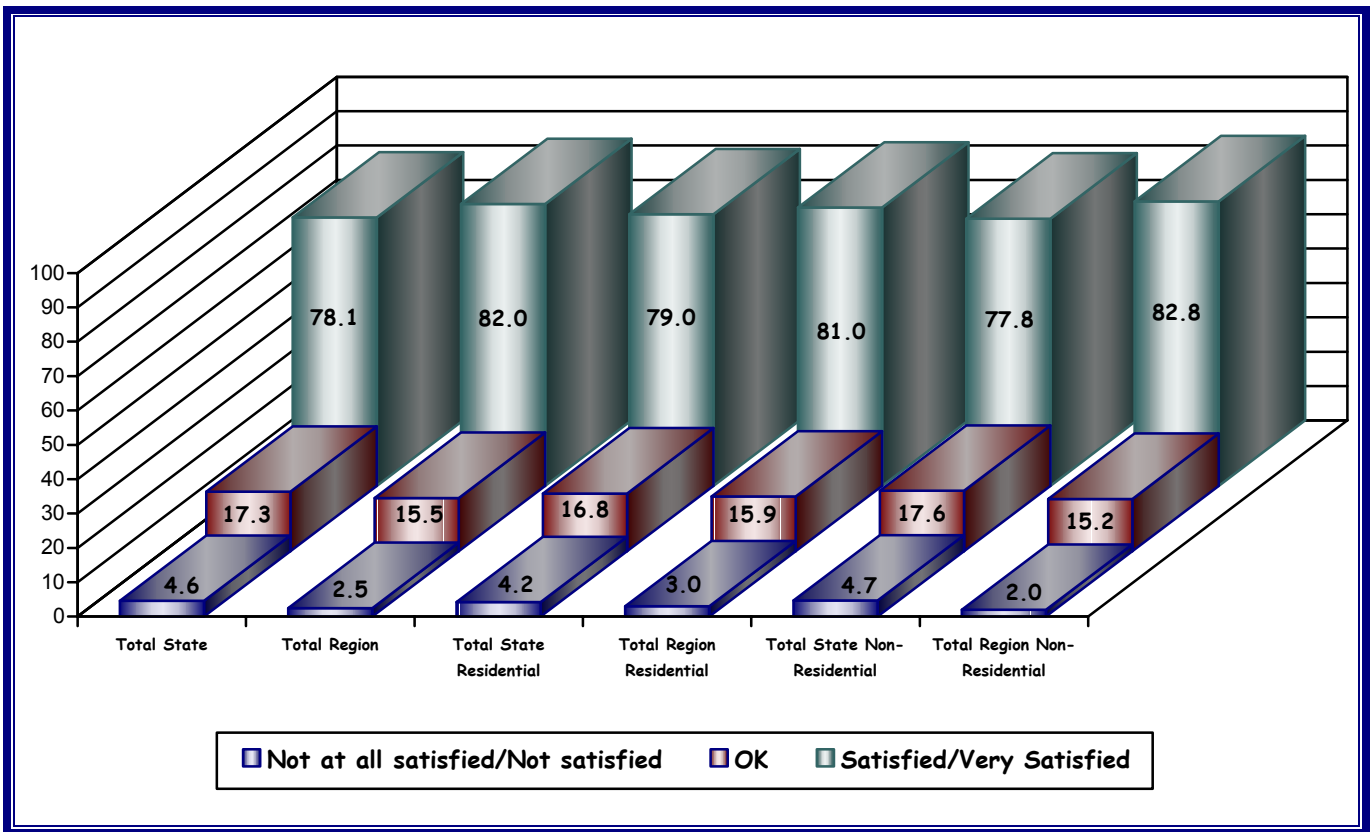
### Alcohol and Drug Abuse Services

### Central Region - Residential & Non-Residential

## Demographics: Total Region

		Total Served		Survey Returns		
		State	Region	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
<b>SEX</b>	Male	65.5%	72.4%	67.6%	72.6%	63.6%
	Female	34.5%	27.6%	32.4%	27.4%	36.4%
<b>RACE</b>	White	68.2%	81.5%	82.8%	83.7%	82.1%
	Black	29.8%	16.4%	14.1%	14.1%	14.1%
	Hispanic	0.6%	0.6%	1.4%	0.9%	1.7%
	Native American	0.5%	0.5%	0.4%	0.4%	0.3%
	Pacific Islander	0.1%	0.1%	0%	0%	0%
	Other	0.7%	0.9%	1.4%	0.9%	1.7%
<b>MEAN AGE</b>	0-17	12.0%	15.2%	18.4%	17.5%	19.2%
	18-49	82.0%	80.0%	76.3%	78.9%	74.3%
	50+	6.0%	4.8%	5.2%	3.6%	6.5%
Central Region includes: Fulton State Hospital, Pathways Jefferson City, Phoenix Programs, Hannibal Council on Alcohol and Drug Abuse, Family Counseling Center of Missouri, Preferred-Hannibal, Preferred-Kirksville, Preferred-Jefferson City, and Preferred-Macon.						

## Overall Satisfaction with Services: Total Region



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

### Some of the key findings were:

- Overall, 78.1% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was slightly higher than the state average (82.0% for this region versus 78.1% for the state).
- The total State Residential Program had a rating of 79.0% as "satisfied" or "very satisfied". This region's Residential Program was rated slightly higher, with a rating of 81.0%.
- The total State Non-Residential Program had a rating of 77.8% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated slightly higher, with a rating of 82.8% "satisfied" or "very satisfied" with services.

## Satisfaction with Services: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2965)	4.24 (530)	4.21 (886)	4.23 (233)	4.22 (2079)	4.25 (297)
with how much your staff know about how to get things done?	4.07 (2961)	4.16 (527)	4.07 (890)	4.16 (235)	4.07 (2071)	4.15 (292)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.35 (528)	4.31 (885)	4.34 (235)	4.25 (2075)	4.35 (293)
that your treatment plan has what you want in it?	4.11 (2933)	4.19 (525)	4.17 (870)	4.28 (230)	4.09 (2063)	4.12 (295)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.21 (519)	4.19 (863)	4.25 (228)	4.13 (2061)	4.19 (291)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.36 (521)	4.33 (872)	4.36 (232)	4.29 (2035)	4.37 (289)
with the services that you receive?	4.19 (2955)	4.27 (528)	4.20 (883)	4.22 (232)	4.19 (2072)	4.30 (296)
<b>Non-Residential Facilities Only:</b>						
that services are provided in a timely manner? (Non-Residential Only)	4.03 (2079)	4.09 (295)	- (0)	- (0)	4.03 (2079)	4.09 (295)
<b>Residential Facilities Only:</b>						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.13 (235)	4.10 (887)	4.13 (235)	- (0)	- (0)
that the environment is clean and comfortable?	4.19 (885)	4.24 (235)	4.19 (885)	4.24 (235)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.64 (883)	3.86 (233)	3.64 (883)	3.86 (233)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.07 (226)	3.93 (877)	4.07 (226)	- (0)	- (0)
with the childcare provided by the agency?	3.91 (79)	3.79 (29)	3.91 (79)	3.79 (29)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

### Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions to which both Residential and Non-Residential consumers responded, all mean ratings were above 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.16 to 4.36.
- The ratings of the Residential Program for this region ranged from 3.79 to 4.36. The highest rated item was the respect of ethnic and cultural backgrounds.
- The ratings of the Non-Residential Program for this region ranged from 4.09 to 4.37. The highest rated item was the respect of ethnic and cultural backgrounds and the lowest rated item was with services being provided in a timely manner.

# Satisfaction with Quality of Life: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.70 (2948)	3.75 (530)	3.65 (883)	3.69 (234)	3.73 (2065)	3.79 (296)
with where you live?	3.74 (2928)	3.87 (524)	3.76 (878)	3.85 (232)	3.73 (2050)	3.89 (292)
with the amount of choices you have in your life?	3.65 (2952)	3.73 (527)	3.75 (880)	3.79 (233)	3.61 (2072)	3.69 (294)
with the opportunities/ chances you have to make friends?	3.85 (2943)	4.00 (526)	3.96 (880)	4.07 (232)	3.80 (2063)	3.95 (294)
with your general health care?	3.74 (2909)	3.89 (521)	3.80 (873)	3.90 (231)	3.71 (2036)	3.88 (290)
with what you do during your free time?	3.75 (2941)	3.94 (523)	3.70 (876)	3.89 (231)	3.77 (2065)	3.98 (292)
How safe do you feel ...						
in this facility? ( <i>Residential Only</i> )	4.34 (884)	4.42 (232)	4.34 (884)	4.42 (232)	-	-
in your home?	4.24 (2914)	4.44 (522)	4.09 (861)	4.26 (230)	4.30 (2053)	4.58 (292)
in your neighborhood?	4.01 (2920)	4.26 (522)	3.94 (861)	4.07 (229)	4.04 (2059)	4.41 (293)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied ... 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe ... 5=Very safe. The number in parentheses represents the number responding to this item.						

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in their home (mean of 4.44) and least satisfied with the choices in their lives (mean of 3.73).
- The consumers in the Residential Program were most satisfied with safety in the facility (mean of 4.42) and least satisfied with how they spend their day (mean of 3.69).
- The consumers in the Non-Residential Program were most satisfied with safety they feel in their home (mean of 4.58) and least satisfied with the choices in their lives (mean of 3.69).

# ADA Comparison of Gender

## Residential and Non-Residential Setting Combined

A comparison was made between the male and female consumers' answers to the satisfaction survey items. Males were more satisfied than women in all categories. Males were more satisfied in their responses to all significant items. (See Table I-1).

Table I-1  
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
That the staff treats you with respect, courtesy, caring, and kindness? <sup>a</sup>	4.25 (165)	3.81 (63)	F(1,226)=9.09, p=.003
That the environment is clean and comfortable? <sup>a</sup>	4.33 (166)	4.02 (63)	F(1,227)=6.80, p=.010
With the opportunities for exercise and relaxation? <sup>a</sup>	3.98 (163)	3.59 (63)	F(1,224)=5.78, p=.017
That the meals are good, nutritious, and in sufficient amounts? <sup>a</sup>	4.18 (158)	3.78 (63)	F(1,219)=6.38, p=.012
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <sup>a</sup>Refers to residential consumers only.</p>			

# ADA Comparison of Race/Ethnicity Residential and Non-Residential Settings Combined

*There were no significant differences.*

## ADA Comparison of Age Groups Residential and Non-Residential Settings Combined

A comparison was made between three age groupings: (1) youth and adolescents under 18 years of age; (2) adults between 18 and 49 years of age; and (3) adults aged 50 years or older. The adults aged 50 or older were most satisfied with the amount of choices. Young adults were more satisfied with safety in the neighborhood. (See Table I-2).

Table I-2  
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
With the amount of choices you have in your life? (a, b)	3.39 (95)	3.78 (383)	4.19 (27)	F(2,502)=7.91, p<.001
With how safe you feel in your neighborhood (a)	4.48 (94)	4.21 (380)	4.30 (27)	F(2,498)=3.16, p=.043
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>  (a) Interaction between ages 0-17 and 18-49  (b) Interaction between ages 0-17 and 50+</p>				

# ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison of the satisfaction ratings was made by the current living arrangement. Table I-3 presents these findings. Consumers living with biological parents were most satisfied with safety in their home/agency and in their neighborhood. Those who lived in a group home were most satisfied with the choices in their lives.

Table I-3  
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
With amount of choices you have in your life?	3.88 (291)	4.33 (3)	3.57 (86)	3.91 (11)	3.33 (36)	3.39 (44)	F(5,465)=3.70, p=.003
How safe you feel in your home/agency? (a, b, c)	4.48 (292)	4.50 (2)	4.31 (84)	3.50 (10)	4.69 (35)	4.52 (44)	F(5,461)=3.66, p=.003
How safe you feel in neighborhood? (b)	4.30 (293)	4.50 (2)	4.12 (84)	3.33 (9)	4.63 (35)	4.25 (44)	F(5,461)=3.49, p=.004
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>  (a) Interaction between Independent and Homeless  (b) Interaction between Biological Parents and Homeless  (c) Interaction between Homeless and Other</p>							

## ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. These findings can be found in Table I-4. Those who had lived in a residential treatment facility were most satisfied with the item that was significant.

Table I-4  
ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
How safe in your home/agency?	4.70 (108)	4.49 (178)	F(1,284)=5.69, p=.018

## ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. The non-residential CSTAR women/children were most satisfied with the amount of choices and opportunities to make friends. The non-residential CSTAR Child/Adolescent consumers were most satisfied with the services received, safety in their home/agency and safety in their neighborhood. The residential CSTAR Women/Children consumers were most satisfied with opportunities to make friends. The residential CSTAR Child/Adolescent consumers were most satisfied with the content of the treatment plan, opportunities for exercise and relaxation, and opportunities to make friends. The residential GTS Adult consumers were most satisfied with the staff's respect, courtesy, caring and kindness, the environment being clean and comfortable, and the meals being good, nutritious and in sufficient amounts. (See Table I-5).

**Table I-5**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...	Non-Residential Programs				Residential Programs				Significance
	CSTAR Women / Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	CSTAR Woman/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	
that your treatment plan has what you want in it?	4.08 (59)	4.29 (55)	3.81 (57)	4.19 (124)	4.14 (49)	4.42 (38)	4.05 (19)	4.32 (124)	F(7,517)=2.56 , p=.013
With services you receive?	4.35 (60)	4.40 (55)	4.14 (58)	4.30 (123)	3.94 (49)	4.38 (37)	3.84 (19)	4.35 (127)	F(7,520)=2.55 , p=.014
Staff treats you with respect, courtesy, caring and kindness	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	3.75 (51)	4.03 (38)	3.74 (19)	4.37 (127)	F(7,227)=2.76 , p=.009
Environment is clean and comfortable	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	3.94 (50)	4.24 (38)	3.89 (19)	4.41 (128)	F(7,227)=2.16 , p=.038
With opportunities for exercise and relaxation?	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	3.49 (51)	4.16 (38)	3.33 (18)	3.99 (126)	F(7,225)=2.11, p=.043
The meals are good, nutritious and in sufficient amounts?	0.00 (0)	0.00 (0)	0.00 (0)	0.00 (0)	3.70 (50)	3.89 (38)	3.68 (19)	4.34 (119)	F(7,218)=2.39 , p=.022
With amount of choices you have in your life? (a, b)	4.07 (59)	3.18 (55)	3.60 (58)	3.77 (122)	3.65 (51)	3.74 (38)	3.53 (19)	3.90 (125)	F(7,519)=3.69 , p=.001
With opportunities to make friends	4.24 (59)	3.75 (55)	3.84 (58)	3.94 (122)	4.24 (51)	4.24 (38)	3.74 (19)	4.01 (124)	F(7,518)=2.29 , p=.027
How safe you feel in your home/agency? (b)	4.53 (60)	4.74 (54)	4.39 (57)	4.61 (121)	4.18 (49)	4.42 (38)	4.37 (19)	4.23 (124)	F(7,514)=3.70 , p=.001
How safe you feel in your neighborhood? (b, c)	4.28 (60)	4.59 (54)	4.32 (57)	4.43 (122)	4.08 (49)	4.29 (38)	4.16 (19)	3.98 (123)	F(7,514)=3.60 , p=.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>  (a) Interaction between Non-residential CSTAR Women/Children and Non-residential Child/Adolescent  (b) Interaction between Non-residential CSTAR Child/Adolescent and Residential GTS Adult  (c) Interaction between Non-residential CSTAR General and Residential GTS Adult</p>									

## ADA Comparison between Residential and Non-Residential

A comparison of satisfaction items was made between those who received intervention in a residential setting and those who did not. Those who received intervention in a residential setting were more satisfied with the content of the treatment plan. (See Table I-6).

Table I-6

### ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Non-Residential	Residential	Significance
that your treatment plan has what you want in it?	4.12 (295)	4.28 (230)	(1,523)=4.25, p=.040

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

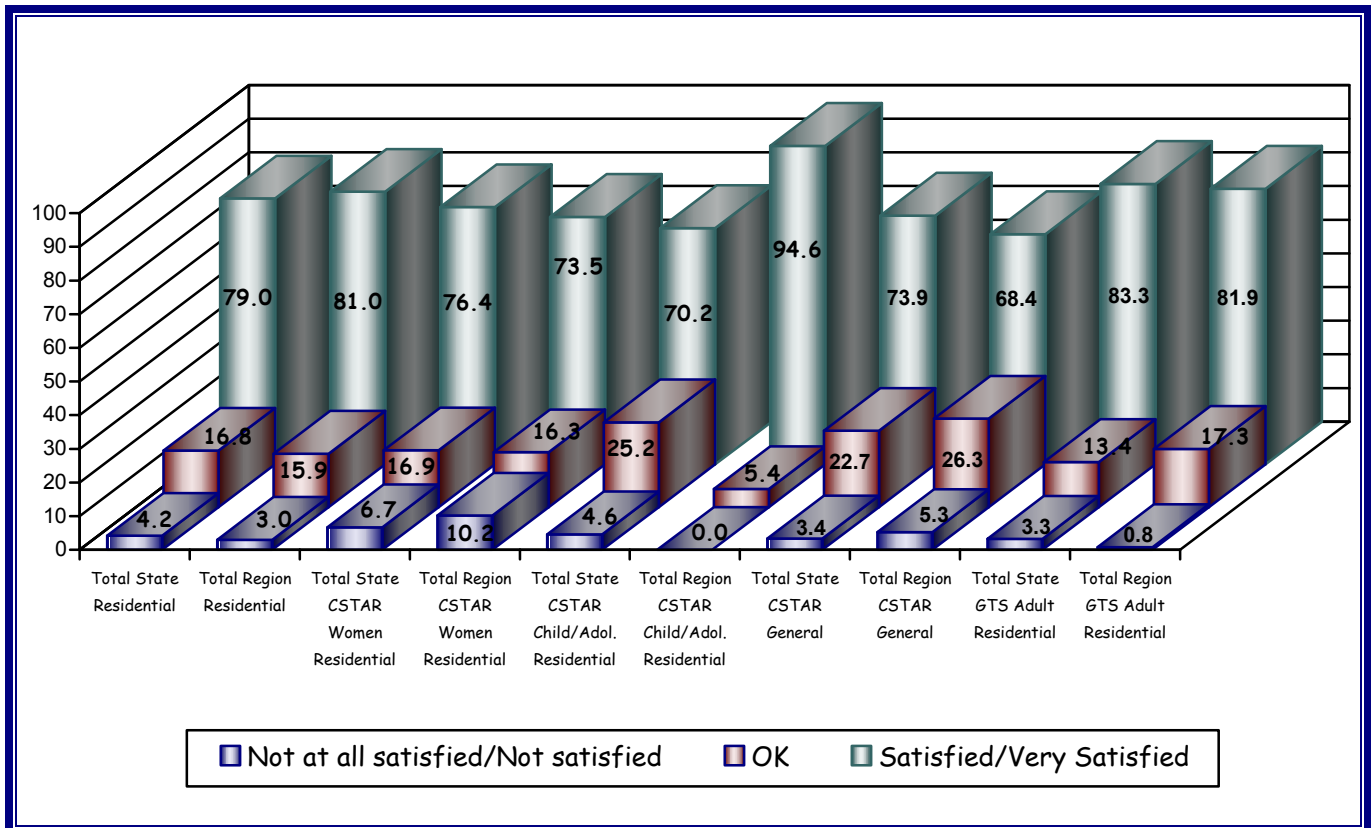
### Alcohol and Drug Abuse Services

### Central Region - Residential

## Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
<b>SEX</b>	Male	65.5%	72.6%	0%	78.9%	73.7%	98.4%
	Female	34.5%	27.4%	100.0%	21.1%	26.3%	1.6%
<b>RACE</b>	White	68.2%	83.7%	79.2%	89.5%	100.0%	81.1%
	Black	29.8%	14.1%	18.8%	5.3%	0%	17.2%
	Hispanic	0.6%	0.9%	0%	2.6%	0%	0.8%
	Native American	0.5%	0.4%	2.1%	0%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%
	Other	0.7%	0.9%	0%	2.6%	0%	0.8%
<b>MEAN AGE</b>	0-17	12.0%	17.5%	2.3%	100.0%	0%	0%
	18-49	82.0%	78.9%	95.3%	0%	94.7%	95.1%
	50+	6.0%	3.6%	2.3%	0%	5.3%	4.9%

# Overall Satisfaction with Services: Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 79.0% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" with services was higher than the state average (81.0% for this region versus 79.0% for the state).
- The CSTAR Child/Adolescent Program was highly rated with 94.6% of the respondents showing a rating of "satisfied" or "very satisfied" with services.

# Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/Adolescent Consumers		CSTAR General Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.21 (886)	4.23 (233)	4.18 (184)	4.12 (51)	3.91 (133)	4.16 (38)	4.16 (85)	4.05 (19)	4.31 (484)	4.32 (125)
with how much your staff know about how to get things done?	4.07 (890)	4.16 (235)	3.99 (183)	4.08 (51)	3.90 (132)	4.13 (38)	3.94 (88)	4.00 (19)	4.16 (487)	4.22 (127)
with how staff keep things about you and your life confidential?	4.31 (885)	4.34 (235)	4.22 (183)	4.12 (51)	4.14 (133)	4.53 (38)	4.29 (86)	4.11 (19)	4.40 (483)	4.42 (127)
that your treatment plan has what you want in it?	4.17 (870)	4.28 (230)	4.11 (177)	4.14 (49)	3.86 (133)	4.42 (38)	4.16 (85)	4.05 (19)	4.29 (475)	4.32 (124)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.25 (228)	4.11 (180)	4.10 (51)	3.90 (133)	4.29 (38)	4.06 (84)	3.94 (18)	4.32 (466)	4.34 (121)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.36 (232)	4.31 (178)	4.27 (51)	4.20 (132)	4.53 (38)	4.31 (86)	4.26 (19)	4.37 (476)	4.35 (124)
with the services that you receive?	4.20 (883)	4.22 (232)	4.08 (178)	3.94 (49)	3.96 (131)	4.38 (37)	4.07 (88)	3.84 (19)	4.34 (486)	4.35 (127)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.13 (235)	3.98 (182)	3.75 (51)	3.75 (133)	4.03 (38)	4.00 (87)	3.74 (19)	4.26 (485)	4.37 (127)
that the environment is clean and comfortable?	4.19 (885)	4.24 (235)	4.08 (180)	3.94 (50)	4.05 (132)	4.24 (38)	3.91 (87)	3.89 (19)	4.31 (486)	4.41 (128)
with opportunities for exercise and relaxation?	3.64 (883)	3.86 (233)	3.31 (180)	3.49 (51)	3.52 (131)	4.16 (38)	3.18 (87)	3.33 (18)	3.89 (485)	3.99 (126)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	4.07 (226)	3.61 (179)	3.70 (50)	3.53 (133)	3.89 (38)	3.59 (88)	3.68 (19)	4.22 (477)	4.34 (119)
with the childcare provided by the agency?	3.91 (79)	3.79 (29)	3.91 (79)	3.79 (29)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.79 to 4.36. The highest rated item was respect of ethnic and cultural backgrounds and the lowest rated item was with the childcare provided by the agency.
- The CSTAR Child/Adolescent Residential consumers in this region were most satisfied with the services they received (mean of 4.38).

# Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.65 (883)	3.69 (234)	3.67 (180)	3.65 (51)	3.28 (133)	3.84 (38)	3.47 (86)	3.32 (19)	3.77 (484)	3.72 (126)
with where you live?	3.76 (878)	3.85 (232)	3.80 (179)	3.68 (50)	3.59 (133)	4.16 (38)	3.52 (87)	3.47 (19)	3.84 (479)	3.88 (125)
with the amount of choices you have in your life?	3.75 (880)	3.79 (233)	3.79 (181)	3.65 (51)	3.37 (133)	3.74 (38)	3.52 (87)	3.53 (19)	3.88 (479)	3.90 (125)
with the opportunities/ chances you have to make friends?	3.96 (880)	4.07 (232)	4.10 (181)	4.24 (51)	3.77 (133)	4.24 (38)	3.92 (86)	3.74 (19)	3.97 (480)	4.01 (124)
with your general health care?	3.80 (873)	3.90 (231)	3.86 (178)	3.80 (51)	3.52 (128)	4.08 (37)	3.68 (87)	3.58 (19)	3.88 (480)	3.94 (124)
with what you do during your free time?	3.70 (876)	3.89 (231)	3.82 (177)	3.86 (50)	3.41 (133)	4.16 (38)	3.67 (87)	3.84 (19)	3.74 (479)	3.82 (124)
How safe do you feel . . .										
in this facility	4.34 (884)	4.42 (232)	4.43 (182)	4.51 (51)	4.06 (133)	4.45 (38)	4.16 (86)	4.05 (19)	4.42 (483)	4.44 (124)
in your home?	4.09 (861)	4.26 (230)	4.05 (175)	4.18 (49)	4.27 (131)	4.42 (38)	4.26 (81)	4.37 (19)	4.03 (474)	4.23 (124)
in your neighborhood?	3.94 (861)	4.07 (229)	3.96 (175)	4.08 (49)	4.03 (131)	4.29 (38)	3.99 (82)	4.16 (19)	3.89 (473)	3.98 (123)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with safety in the facility (mean of 4.42) and least satisfied with how they spend their day (mean of 3.69).

## ADA Comparison of Gender Residential Setting

A comparison was made between male and female consumers in residential settings. On all of the significant items, males were more satisfied than the females. (See Table II-1).

Table II-1  
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
Staff keep things confidential	4.44 (165)	4.14 (63)	F(1,226)=5.34, p=.022
With services you receive	4.30 (164)	4.03 (62)	F(1,224)=4.78, p=.030
Staff treats you with respect, courtesy, caring and kindness	4.25 (165)	3.81 (63)	F(1,226)=9.09, p=.003
Environment is clean and comfortable	4.33 (166)	4.02 (63)	F(1,227)=6.80, p=.010
Opportunities for exercise and relaxation	3.98 (163)	3.59 (63)	F(1,224)=5.78, p=.017
Meals are good, nutritious and in sufficient amounts	4.18 (158)	3.78 (63)	F(1,219)=6.38, p=.012

## ADA Comparison of Race/Ethnicity Residential Settings

*There were no significant differences.*

## ADA Comparison of Age Groups Residential Settings

*There were no significant differences.*

## ADA Comparison of Current Living Arrangements Residential Settings

A comparison of the satisfaction ratings was made by the current living arrangements of consumers who received intervention in residential settings. Those who lived independently were most satisfied with safety in their home/agency. (See Table II-2).

Table II-2  
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Residential Treatment Facility	Homeless	Other	Significance
How safe in your home/agency?	4.29 (93)	4.32 (76)	3.38 (8)	3.50 (6)	F(4,178)=2.528, p=.042

# ADA Comparison across Programs

## Residential Settings

A comparison was made across the different residential programs. On average the GTS Adult consumers were the most satisfied with the satisfaction items that were significant. The CSTAR Child/Adolescent consumers were most satisfied with services received, opportunities for exercise and relaxation, and where they live.  
(See Table II-3).

**Table II-3**  
**ADA Consumers - Comparison across Programs**

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
With services you receive (a)	3.94 (49)	4.38 (37)	3.84 (19)	4.35 (127)	F(3,228)=4.57, p=.004
Staff treats you respect, courtesy, caring and kindness (a)	3.75 (51)	4.03 (38)	3.74 (19)	4.37 (127)	F(3,231)=6.56, p<.001
Environment is clean and comfortable (a)	3.94 (50)	4.24 (38)	3.89 (19)	4.41 (128)	F(3,231)=5.14, p=.002
Opportunities for exercise and relaxation (b)	3.49 (51)	4.16 (38)	3.33 (18)	3.99 (126)	F(3,229)=5.02, p=.002
Meals are good, nutritious and in sufficient amounts (a)	3.70 (50)	3.89 (38)	3.68 (19)	4.34 (119)	F(3,222)=5.69, p=.001
With where you live	3.68 (50)	4.16 (38)	3.47 (19)	3.88 (125)	F(3,228)=2.79, p=.041
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.            The number in parentheses represents the number responding to this item.  <i>Scheffe Post-Hoc significance at .05 or less</i>            (a) Interaction between CSTAR Women/Children and GTS Adult            (b) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent</p>					

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2001

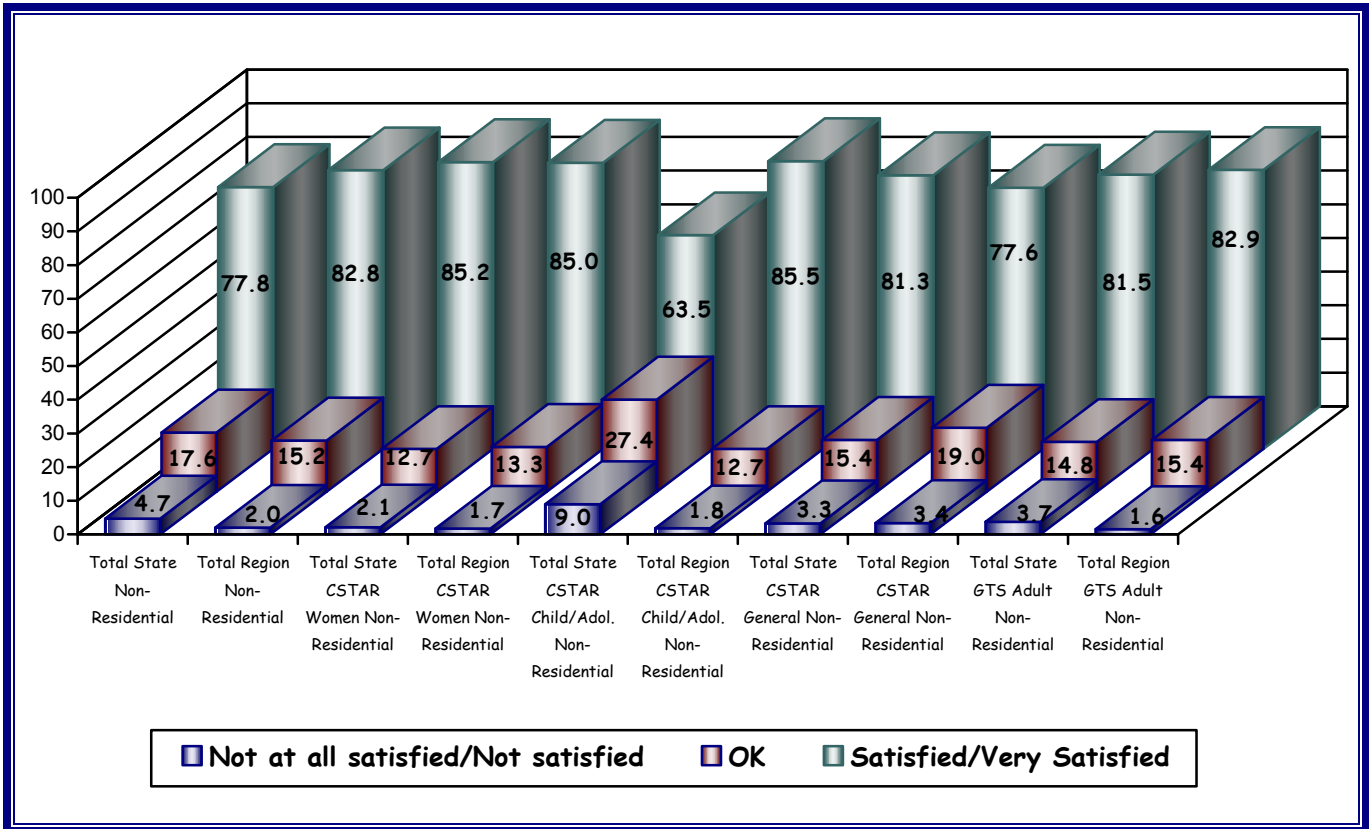
Alcohol and Drug Abuse Services

Central Region - Non-Residential

### Demographics: Non-Residential

		Total Served	Survey Returns				
		State	Total Consumers Non-Residential	CSTAR Women Non-Residential	CSTAR Child/Adolescent Non-Residential	CSTAR General Non-Residential	GTS Adult Non-Residential
<b>SEX</b>	Male	65.5%	63.6%	0%	63.5%	74.6%	88.5%
	Female	34.5%	36.4%	100.0%	36.5%	25.4%	11.5%
<b>RACE</b>	White	68.2%	82.1%	69.0%	88.7%	91.4%	81.0%
	Black	29.8%	14.1%	22.4%	5.7%	5.2%	18.2%
	Hispanic	0.6%	1.7%	5.2%	1.9%	1.7%	0%
	Native American	0.5%	0.3%	1.7%	0%	0%	0%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%
	Other	0.7%	1.7%	1.7%	3.8%	1.7%	0.8%
<b>MEAN AGE</b>	0-17	12.0%	19.2%	0%	100.0%	1.7%	0%
	18-49	82.0%	74.3%	96.4%	0%	91.5%	89.4%
	50+	6.0%	6.5%	3.6%	0%	6.8%	10.6%

# Overall Satisfaction with Services: Non-Residential



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

## Some of the key findings were:

- Overall, 77.8% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was slightly higher than the state average (82.8% for this region versus 77.8% for the state).
- The CSTAR Child Adolescent Program was highly rated with 85.5% of the respondents showing a rating of "satisfied" or "very satisfied" with services.

# Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/Adolescent Consumers		CSTAR General Consumers		GTS Adult Non-Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2079)	4.25 (297)	4.39 (286)	4.40 (60)	3.92 (265)	4.29 (55)	4.25 (450)	4.02 (58)	4.31 (677)	4.27 (124)
with how much your staff know about how to get things done?	4.07 (2071)	4.15 (292)	4.20 (284)	4.17 (60)	3.74 (265)	4.15 (54)	4.12 (449)	4.02 (57)	4.20 (675)	4.21 (121)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.35 (293)	4.28 (283)	4.31 (59)	4.09 (265)	4.49 (55)	4.26 (449)	4.19 (57)	4.40 (677)	4.38 (122)
that your treatment plan has what you want in it?	4.09 (2063)	4.12 (295)	4.22 (282)	4.08 (59)	3.78 (267)	4.29 (55)	4.13 (447)	3.81 (57)	4.18 (672)	4.19 (124)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	4.19 (291)	4.28 (282)	4.21 (58)	3.76 (266)	4.20 (54)	4.22 (446)	4.03 (58)	4.25 (671)	4.25 (121)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.37 (289)	4.41 (274)	4.32 (56)	4.12 (265)	4.55 (55)	4.32 (438)	4.23 (56)	4.38 (665)	4.38 (122)
with the services that you receive?	4.19 (2072)	4.30 (296)	4.38 (284)	4.35 (60)	3.79 (266)	4.40 (55)	4.28 (449)	4.14 (58)	4.28 (677)	4.30 (123)
that services are provided in a timely manner?	4.03 (2079)	4.09 (295)	4.12 (286)	4.23 (60)	3.70 (265)	4.17 (54)	4.13 (451)	3.97 (58)	4.14 (679)	4.06 (123)
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.                      The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 4.09 to 4.37. The highest rated item was the respect of ethnic and cultural backgrounds and the lowest rated item was with services being provided in a timely manner.
- The CSTAR Child/Adolescent Non-Residential consumers were most satisfied with the services they received (mean of 4.40).

# Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women & Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Consumers		GTS Adult Non-Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.73 (2065)	3.79 (296)	3.87 (284)	3.97 (60)	3.41 (266)	3.58 (55)	3.82 (450)	3.81 (58)	3.79 (675)	3.78 (123)
with where you live?	3.73 (2050)	3.89 (292)	3.87 (283)	4.15 (59)	3.63 (265)	3.67 (54)	3.72 (445)	3.91 (58)	3.75 (674)	3.85 (121)
with the amount of choices you have in your life?	3.61 (2072)	3.69 (294)	3.86 (284)	4.07 (59)	3.14 (263)	3.18 (55)	3.65 (448)	3.60 (58)	3.68 (677)	3.77 (122)
with the opportunities/ chances you have to make friends?	3.80 (2063)	3.95 (294)	3.97 (283)	4.24 (59)	3.68 (264)	3.75 (55)	3.83 (442)	3.84 (58)	3.84 (678)	3.94 (122)
with your general health care?	3.71 (2036)	3.88 (290)	3.84 (283)	4.07 (59)	3.58 (238)	3.90 (52)	3.78 (446)	3.84 (58)	3.77 (675)	3.79 (121)
with what you do during your free time?	3.77 (2065)	3.98 (292)	3.93 (281)	4.21 (58)	3.69 (265)	3.93 (54)	3.70 (447)	3.76 (58)	3.85 (676)	3.99 (122)
How safe do you feel...										
in your home?	4.30 (2053)	4.58 (292)	4.26 (282)	4.53 (60)	4.40 (263)	4.74 (54)	4.28 (445)	4.39 (57)	4.35 (669)	4.61 (121)
in your neighborhood?	4.04 (2059)	4.41 (293)	3.94 (282)	4.28 (60)	4.23 (264)	4.59 (54)	4.09 (447)	4.32 (57)	4.11 (673)	4.43 (122)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>										

## Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with safety in their home (mean of 4.23) and least satisfied with choices in their lives (mean of 3.47).

## ADA Comparison of Gender Non-Residential Setting

A comparison was made between male and female consumers in non-residential settings. Females were most satisfied with the service items that were significant. (See Table III-1).

Table III-1  
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.17 (184)	4.38 (105)	F(1,287)=3.96, p=.047
with where you live?	3.79 (179)	4.07 (104)	F(1,281)=3.97, p=.047

## ADA Comparison of Race/Ethnicity Non-Residential Settings

*There were no significant differences.*

## ADA Comparison of Age Groups Non-Residential Settings

A comparison was made between three age groupings: (1) youth and adolescents under 18 years of age; (2) adults between 18 and 49 years of age; and (3) adults aged 50 years or older. The older adults were the most satisfied with the services received and with the quality of life items. (See Table III-2).

Table III-2  
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
With where you live?	3.65 (55)	3.91 (211)	4.39 (18)	F(2,281)=3.06, p=.049
With the amount of choices you have in your life? (a, b)	3.20 (56)	3.78 (211)	4.05 (19)	F(2,283)=7.69 p=.001
<i>Scheffe post-hoc significance at &lt; .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50 + Years.				

# ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison of the satisfaction ratings was made by the current living arrangement in non-residential settings. These findings are presented in Table III-3. Those who lived with their biological parents were most satisfied with safety in their neighborhood. Those who lived in a group home were most satisfied with the amount of choices in their lives.

Table III-3  
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
With amount of choices you have in your life?	3.84	4.50 (2)	3.13 (8)	4.00 (3)	3.33 (36)	3.34 (38)	F(5,280)=3.06, p=.010
How safe you feel in your neighborhood (a)	4.42 (200)	4.50 (2)	4.25 (8)	2.50 (2)	4.63 (35)	4.37 (38)	F(5,279)=2.63, p=.024
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between Homeless and Biological Parents							

# ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made, among non-residential consumers, on the satisfaction with services based on whether or not the individual had received intervention in a residential treatment facility during the past year. Those who had been treated in a residential treatment facility were more satisfied with the only item that was significant.  
(See Table III-4).

Table III-4  
ADA Consumers - Comparison by Whether Lived in  
Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
How safe do you feel in your home?	4.70 (108)	4.49 (178)	F(1,284)=5.69, p=.018

# ADA Comparison across Programs

## Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR Women/Children consumers were most satisfied with the amount of choices in their lives. The CSTAR Child/Adolescent consumers were most satisfied with the content of the treatment plan. (See Table III-5).

Table III-5  
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	Significance
that your treatment plan has what you want in it?	4.08 (59)	4.29 (55)	3.81 (57)	4.19 (124)	F(3,291)=2.98 p=.032
With amount of choices you have in your life? (a, b )	4.07 (59)	3.18 (55)	3.60 (58)	3.77 (122)	F(3,290)=6.92, p<.001
Scheffe post-hoc significance at < .05 or less.					
(a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent					
(b) Interaction between CSTAR Child/Adolescent and GTS Adult					